

## **Interim Customer Satisfaction Survey (ICSS) FAQs**

### **PPSO/PPPO Users**

Q: As a PPSO user, how do I access my Interim Customer Satisfaction Survey (ICSS) data?

A: In order to access ICSS Reports, all users must have a valid account with the SDDC Electronic Transportation Acquisition (ETA) system. Each Service Headquarters will provide SDDC a list of users who will be allowed access to ICSS Reports. Users that do not have an ETA account will be provided an ETA User ID and instructions on how to obtain an ETA password. Users that have an existing ETA account will be notified that access rights have been granted to ICSS Reports. Those users not on the list provided by their Service Headquarters, wishing to have access to ICSS Reports, need to work through their Service Headquarters to get authorization for access.

Q: I am not participating in Phase I – PowerTrack/CWA rollout? Am I still required to participate in ICSS?

A: Yes. ALL PPSOs and PPPOs, REGARDLESS of whether or not they are participating in Phase I – CWA/PowerTrack rollout, should be participating in the ICSS. All PPSOs/PPPOs should ensure that they are capturing accurate and complete service member destination contact information. This information needs to be captured in the TOPS customer “Contact” screen, and not the “Basic” screen. All PPSOs/PPPOs should advise customers to complete the ICSS. For a more detailed description of the PPSO/PPPO ICSS responsibilities please see the “PPPO/PPSO Interim Customer Satisfaction Survey Instructions” available in a hyperlink after the user logs in to ETA (<https://eta.sddc.army.mil>).

Q: Are there more detailed instructions available for creating and ETA account?

A: Yes. Instructions for creating an ETA account are available at the SDDC Website (<http://www.sddc.army.mil/>) at path: Personal Property > Programs > Families First > “ETA Instructions to Access ICSS Reports”.

Q: I have created and ETA account. Are there instructions for accessing and creating the ICSS reports?

A: Yes. First the user must log on to the ICSS section of the ETA website (<https://eta.sddc.army.mil>). After the user logs on there is a welcome screen with a hyperlink to ETA report instructions.